

TAYSIDE AND CENTRAL SCOTLAND TRANSPORT PARTNERSHIP

6 DECEMBER 2016

SCOTLAND'S ACCESSIBLE TRAVEL FRAMEWORK

REPORT BY STRATEGY MANAGER

This report outlines the content and implications of Scotland's Accessible Travel Framework.

1 RECOMMENDATION

- 1.1 That the Partnership notes the contents of Scotland's Accessible Travel Framework.

2 BACKGROUND

- 2.1 Transport Scotland published [Going Further - Scotland's Accessible Travel Framework](#) on 21 September 2016.

3 DISCUSSION

- 3.1 Scotland's Accessible Travel Framework outlines a 10-year blueprint to improve the accessibility of Scotland's transport system for disabled people. It is the product of a two-year process of partnership working between disabled people, disability organisations, transport operators, RTPs and Scottish Government.

- 3.2 The Framework identifies three key challenges:-

- changing cultures - to improve attitudes and behaviours, ensuring disabled people's transport needs are included at the start and not an afterthought;
- governance - high level actions in the plan need to be prioritised, broken down, assigned for completion, monitored and reviewed; and
- continuous engagement and participation – continuing to listen and talk to disabled people throughout the lifetime of the Framework and beyond.

- 3.3 It provides a national vision and outcomes for accessible travel, new ways of working to include disabled people and a high-level action plan. The action plan includes:-

- scoping requirements for training with disabled people and transport providers/operators including covering hidden disabilities and basic British Sign Language (BSL) phrases;
- exploring ways of making disabled people more aware about how they can influence decision-making in transport;

- specifying and agreeing common standards of service for disabled people if their public transport journeys are disrupted;
- producing information about bus layout designs which improve accessibility, identifying specific changes and how they benefit people with different impairments;
- developing a comprehensive source of accessible information about purchasing tickets for a multi-modal journey, including pricing and concessions; and
- researching the current content of transport providers' customer surveys and co-producing a set of standards for surveys and other feedback mechanisms like mystery shopping.

3.4 The role of RTPs is recognised in the framework, though it is accepted that Model One RTP responsibilities are more limited than the Model Three RTPs. It is considered that RTPs have a vital role in ensuring the new Health and Social Care Integrated Joint Boards take account of Regional Transport Strategies to deliver positive outcomes for persons with disabilities' health and social care. Tactran has links with the Joint Boards through membership of Community Planning Partnerships, though currently none of the Joint Boards has progressed enough to be able to consider transport.

4 CONSULTATIONS

4.1 This report has been developed in consultation with the Transportation Officers Liaison Group, Public Transport Officers Liaison Group and Chief Officers Liaison Group, who are in agreement with the proposals.

5 RESOURCE IMPLICATIONS

5.1 This report has no direct Resource implications.

6 EQUALITIES IMPLICATIONS

6.1 Scotland's Accessible Travel Framework aims to improve the accessibility of the transport system for disabled people.

Michael Cairns
Strategy Manager

Report prepared by Michael Cairns. For further information e-mail michaelcairns@tactran.gov.uk or tel 01738 475774.

NOTE

The following background papers, as defined by Section 50D of the Local Government (Scotland) Act 1973 (and not containing confidential or exempt information) were relied on to a material extent in preparing the above Report:

Going Further Scotland's Accessible Travel Framework, 2016